

**Arizona Corporation Commi
Utilities Complaint Form**

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Investigator: Nallely Pena**Phone:** <<< REDACTED >>>**Opinion Date:** 11/26/2019**Opinion Number:** 2019 - 160812**Opinion Codes:** Rate Case Items - Opposed**Closed Date:** 11/26/2019 3:46 PM**First Name:** Paul**Last Name:** Sagnella**Account Name:** Paul Sagnella**Address:****City:****State:****Zip Code:****Email:** <<< REDACTED >>>**Company:** Arizona Public Service Company**Division:** Electric**Nature Of Opinion****Docket Number:** E-01345A-19-0236**Docket Position:** Against**From:** Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>**Sent:** Tuesday, November 19, 2019 2:54 PM**To:** Nallely Pena <NPena@azcc.gov>**Subject:** FW: APS

Arizona Corporation Commission

DOCKETED

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DOCKETED BY

From: Paul Sagnella **Sent:** Tuesday, November 19, 2019 1:37 PM**To:** Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>**Subject:** APSRECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2019 NOV 29 P 1:40

Can you explain to me, an APS customer, just what it is that you folks do? I am now reading about faults with the APS tool for calculating the best rate for individual customers. Supposedly, this is after an audit which found that the auditor could not access the rate tool to verify its accuracy. I think you should all resign and let some citizens who would actually care about their fellow rate payers dig into all the BS that APS is throwing at you. Apparently, you just buy into whatever APS says it needs without benefit of figuring out if their requests are valid.

Paul Sagnella

Investigation

Date:	Analyst:	Submitted By:	Type:
11/26/2019	Nallely Pena	Email	Investigation

From: Nallely Pena

Sent: Tuesday, November 26, 2019 3:46 PM

To: [REDACTED]

Subject: Arizona Corporation Commission Utility - Opinion #160812 - Paul Sagnella

Dear Mr. Paul Sagnella,

Your comments regarding APS have been received and will be filed in the docket number you indicated. If you wish to intervene in a case before the Commission, please use the following link – <http://azcc.gov/hearing/how-to-intervene-in-a-case>.

Thank you,

Nallely Peña
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Arizona Corporation Commission
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Npena@azcc.gov
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Date:	Analyst:	Submitted By:	Type:
11/26/2019	Nallely Pena	Telephone	Investigation

Noted and filed for the record in Docket Control. File Closed.

Date:	Analyst:	Submitted By:	Type:
11/26/2019	Nallely Pena	Telephone	Investigation

See Inquiry #160757
